



Pennsylvania

State Animal Response Team

Providing Prevention, Preparedness, Response and Recovery for Animal Emergencies

**LARGE SCALE
EVACUATION SHELTERING
PLAN**

PUBLISHED SEPTEMBER 30, 2014

TABLE OF CONTENTS

BACKGROUND	1
ACKNOWLEDGMENT	1
1.0 INTRODUCTION.....	1
1.1 PURPOSE STATEMENT	2
1.2 SCOPE.....	2
2.0 AFFECTED AGENCIES/RESPONSIBILITIES	2
2.1 PRIMARY AGENCIES.....	2
2.2 SUPPORT AGENCIES	3
2.3 ADDITIONAL RESOURCES.....	3
3.0 ASSUMPTIONS.....	3
4.0 CONCEPT OF OPERATIONS.....	4
4.1 GENERAL.....	4
ANIMALS INCLUDED UNDER THE PLAN	4
SECTION ONE: PET EMERGENCY SHELTERING	5 - 26
SHELTER COMMAND STRUCTURE AND ROLE.....	6
SHELTER MANAGEMENT TEAM ORGANIZATION CHART	6
CART BRANCH DIRECTOR	6
SAFETY OFFICER (SO).....	7
VETERINARY MANAGER	7
LOGISTICS MANAGER	8
VOLUNTEER MANAGER	8
FACILITIES MANAGER.....	9
ANIMAL OPERATIONS ORGANIZATION CHART.....	9
ANIMAL SHELTER MANAGER.....	10
ANIMAL UNIT LEADER.....	10
SHELTERING TEAM DUTIES	11
ANIMAL INTAKE/DOCUMENTATION LEAD.....	12
ANIMAL CARE LEAD	13

PHYSICAL FACILITY CONSIDERATIONS.....	15
CONSIDERATIONS FOR ASSESSING A FACILITY	15
PASART GUIDANCE TO CARTS ON SELECTING A SITE.....	18
OTHER FACTORS TO INCLUDE	19
INITIAL WALK THROUGH	20
PRE-OCCUPANCY INSPECTION/WALK-THROUGH	21
SHELTER AREAS	22
DOG	22
CAT	23
OTHER ANIMALS	23
ISOLATION	23
VETERINARY STATION.....	24
SPECIAL NEEDS AND MATERNITY	24
BITE HOLD (QUARANTINE) AND AGGRESSIVE ANIMALS	24
ANIMAL INTAKE	24
DONATIONS AND DISTRIBUTION	25
CLEANING AND SANITATION	25
DISPOSAL	25
BREAK AREA	26
 SIGNAGE FOR THE SHELTER	 27 - 33
 STANDARD OPERATING PROCEDURES	 34 - 53
 LAYOUT EVALUATION AND PREPARATION	 34
SHELTER LEADERSHIP	34
SHELTER CARE STAFF.....	34
ANIMAL INTAKE/CUSTOMER CARE STAFF	35
VETERINARY STAFF.....	35
FACILITIES STAFF	35
 DONATIONS AND DISTRIBUTION	 36
SUPPLIES AND EQUIPMENT	36
SETUP.....	36
TIPS.....	36

VOLUNTEER INTAKE	37
SUPPLIES	37
VOLUNTEER MUST	37
GOALS.....	37
ANIMAL INTAKE	39
SUPPLIES	39
PET REGISTRATION.....	39
ANIMAL HEALTH ASSESSMENT	42
SIGNS/SYMPTOMS TO LOOK FOR	42
ANIMAL CARE	43 - 49
OWNER DAILY CARE AND MAINTENANCE	43
DAILY OPERATIONS	44
STAFF DAILY CARE AND MAINTENANCE	45
DOG CARE	45
MORNING ROUTINE	45
AFTERNOON ROUTINE	46
EVENING ROUTINE	47
ANIMAL HANDLER.....	48
CAGE CLEANER	49
EQUIPMENT CLEANING AND SANITATION	50
SETUP AND ROUTINE	50
SHELTER CLOSING	51
DISCHARGE	51
CART SHELTER ANIMAL DISCHARGE FORM	52
DEMOBILIZATION.....	53
CONSIDERATIONS FOR DEMOBILIZATION	53
<i>Animals</i>	53
<i>Equipment</i>	53
<i>People</i>	53
<i>Disaster Shelter Facility</i>	53

FORMS	54 - 70
PASART TEMPORARY SHELTER FORM NUMBERING SYSTEM	54
ANIMAL EMERGENCY SHELTER AGREEMENT	55
ANIMAL EMERGENCY SHELTER ADMISSION/DISCHARGE	56
MEDICAL INFORMATION	57
RABIES VACCINATION NEEDED	58
ANIMAL BITE PROTOCOL	59
CAGE BITE NOTICE.....	60
BITE RECORD.....	61
FAILURE TO COMPLY NOTICE	62
DAILY CARE SHEET	63
SHELTER SITEREPA FORM	64
SHELTER SITEREPA FORM EXAMPLE	65
VOLUNTEER WEEKLY TIME REPORT	67
VOLUNTEER DUTY ROSTER	68
C-NIP	69
NIGHT SHIFT ASSIGNMENTS	70

BACKGROUND

The Pennsylvania State Animal Response Team (PASART) was founded in January 2005 to serve as the umbrella organization for County Animal Response Teams (CARTs) which were to be established over the next several years. Since 2005, CART's have been established in all 67 counties. The number of volunteers recruited over the past nine years approaches 2,000, with approximately 800 currently active. PASART is an IRS approved 501 C 3 Non-profit organization and has been fortunate to receive federal funding to assist in training and equipment acquisition in the past.

Although PASART has had successful experiences in the area of disaster response and emergency sheltering, we have never had to shelter more than 50-75 animals in any one location. In the greater Philadelphia area, which contains about 30% of the state's population, we would expect a large animal shelter need if a Hurricane Sandy type of event occurred in that area. In the past, these five counties (Bucks, Delaware, Chester, Montgomery, and Philadelphia), in conjunction with their County governments, have provided necessary companion animal sheltering to hundreds of constituents.

Since 2011, County Animal Response teams in this Southeastern Pennsylvania region have opened pet friendly shelters for severe weather events including Hurricane Irene, Tropical Storm Lee, Super Storm Sandy, and most recently for the February 2014 ice storm.

ACKNOWLEDGMENT

This manual was developed out of the work of a diverse group of volunteers and professionals during the "Animal Sheltering Symposium", June 14-15, 2014.

It was produced by Pennsylvania State Animal Response Team for planning and operational use by animal evacuators and sheltering teams in Pennsylvania and is the property of PASART. PASART wishes to acknowledge Noah's Wish for its generous financial assistance in the development of this document. Use of all or part of this manual by other agencies is welcome with permission of PASART. Any comments, questions or requests for copies of this publication can be addressed to Joel Hersh at c-jhersh@pa.gov.

1.0 INTRODUCTION

The public and private sectors throughout the country now recognize a pro-active need for disaster planning throughout all agencies, organizations, integrated companies, and individual citizens. This disaster planning was developed primarily with the safety of people in mind. It is only recently that disaster planners across the country have realized how the failure to plan for the animal population will drastically affect the viability of their disaster plans for people. For instance, if the disaster warrants an evacuation, many people will not evacuate without their animals, or will delay their own evacuation in an attempt to make preparations for their animals left behind (livestock and companion animals) to their own detriment. These refusals or delays begin a chain reaction which can seriously jeopardize or cause a total breakdown of the overall disaster plan.

In addition, failure to plan for animals creates serious public health concerns with injured or dead animals. Failure to plan for animals causes considerable public safety problems as animals roam unattended, causing automobile accidents and other injuries to people. And finally, failure to plan for animals will create a public relations nightmare for those agencies which the public perceives as “animal responsible” if animal issues are not properly addressed in the wake of the disaster.

This manual will be reviewed once per year and edited as needed....

1.1 PURPOSE STATEMENT

The purpose of this plan is to develop the capacity to setup and operate a large scale evacuation shelter, and to ensure the humane care and treatment of animals housed in the shelter in the case of a large-scale emergency, including hurricanes, tornadoes, floods, drought, fire, explosion, building collapse, commercial transportation accidents, chemical spills, nuclear power plant accidents, or other situations that may cause animal suffering.

1.2 SCOPE

This plan is intended for use by local government and its public and private partners to take immediate action in providing a means of care and control to minimize animal suffering in the event of a large-scale emergency. This action will be aimed at the setup and operation of large-scale animal evacuation shelters when deemed necessary by the Governor of the Commonwealth of Pennsylvania.

2.0 AFFECTED AGENCIES/RESPONSIBILITIES

2.1 PRIMARY AGENCIES

County Animal Control (If applicable)

Provide guidance and support to ensure the safety of all citizens.

Coordinate support agencies to manage animal protection in large-scale emergencies.

County Emergency Management

Activate the Emergency Operations Center (EOC), if necessary.

Responsible for the overall direction of the emergency incident.

County Cooperative Extension

Coordinate support agencies to manage animal protection in large-scale emergencies.

Provide and coordinate personnel, equipment and shelter as required to aid in the protection of livestock during an emergency situation.

2.2 SUPPORT AGENCIES (Include all that apply for your county)

State Animal Response Team (SART)

Provide volunteers, assistance, information, supplies and expertise in caring for animals.

PA Department of Agriculture

Responsible for the enforcement of state regulations concerning livestock health and the movement of animals affected by those regulations. PDA will also assist in providing information and direction whenever possible with regard to the general health of livestock in these areas.

County or Municipal Health Department

Coordinates response to infectious disease outbreak in humans such as Rabies or Lyme disease.

2.3 ADDITIONAL RESOURCES

Resources vary from county to county. Upon receipt of this plan all County Animal Response Teams will incorporate the Resource Addendum from their County Plan into this plan.

In addition, PASART has entered into Memoranda of Understanding with the following Non-Governmental organizations to provide additional volunteers and equipment as may be needed for the operation of a large scale animal shelter. These organizations are: Humane Society of the United States; American Humane Association; and the International Fund for Animal Welfare.

3.0 ASSUMPTIONS

The owners of pets or livestock, when notified of an upcoming emergency, will take reasonable steps to shelter and provide for animals under their care and/or control.

A County with a designated large scale pet evacuation shelter should plan to carry out response and sheltering operations utilizing local resources.

Outside animal care and rescue assistance would likely be available in most large-scale emergencies affecting the County.

Animal protection planning should ensure the proper care and recovery of animals impacted during an emergency. These plans may include measures to identify housing and shelter for animals, communicate information to the public and develop proper animal release forms and procedures to insure return of animals to their rightful owner(s).

Public information statements will be issued through the various media outlets. This information will include locations where domestic and non-domestic animals (including

livestock and wild animals) may be accepted during emergency situations. Information will be released as needed by the Public Information Officer (PIO) of the County EMA for whom the shelter was opened.

A large-scale emergency may warrant immediate response from state and local personnel, agencies and organizations. However, depending on the nature of the emergency, some situations may require activation of additional specialized agencies through mutual aid.

4.0 CONCEPT OF OPERATIONS

4.1 GENERAL

The primary and support agencies will manage and coordinate local animal protection activities. These agencies will use established animal protection and support organizations, processes and procedures. Responsibility for situation assessment and determination of resource needs in the event of a large-scale emergency lies primarily with appropriate county officials in cooperation with local incident managers.

Requests for animal protection assistance and resources such as food, medicine, shelter material, specialized personnel and additional veterinary medical professionals, will be transmitted through county Emergency Management officials to the Pennsylvania Emergency Management Agency, which will arrange for both State and Federal assistance as may be needed.

Animal protection operations will be managed under the County Emergency Operations Plan. Public health concerns will be managed in accordance with appropriate County plans and procedures.

Animals included under the plan:

The sheltering and protection of domestic and non-domestic animals (including livestock) are the responsibility of their owners.

Domestic and non-domestic animals that are lost, strayed, incapable of being cared for by their owners, or a danger to themselves or the public may be the responsibility of County Animal Response Team. These animals will be sheltered, fed and if possible returned to their owners. If the animals cannot be returned to their owners, they will be disposed of in accordance with established animal control procedures and appropriate statutes and regulations of the Commonwealth.

Wild animals will be left to their own survival instincts. Wild animals out of their natural habitats that are a danger either to themselves or the public will be the responsibility of Game Commission personnel in cooperation with local animal control officials and will be returned to their natural habitat, if possible.

SECTION ONE

PET EMERGENCY SHELTERING

This section covers guidelines for setting up and operating a temporary pet emergency shelter in a community. This protocol was designed to assist with the sheltering of household pets belonging to Pennsylvania residents and/ or non- residents as may be necessary, recognizing that not all shelters can be co-located or pet-friendly.

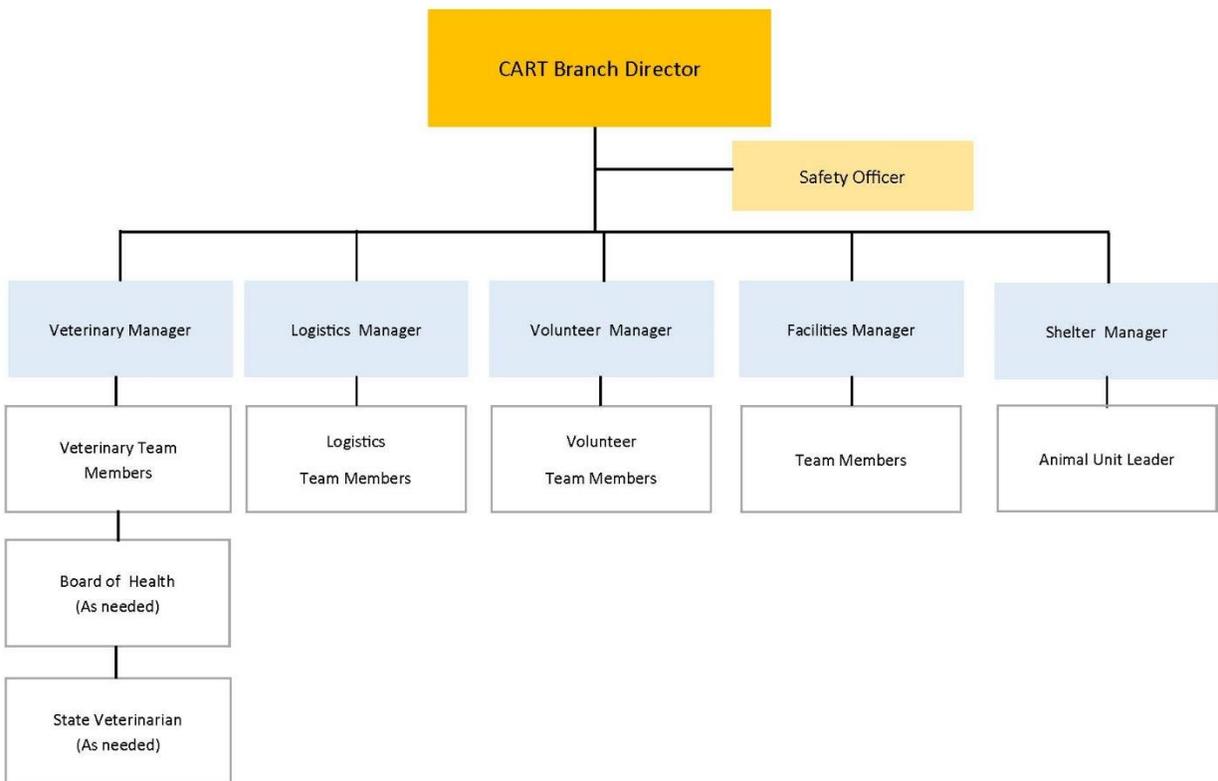
It should be understood that there are two basic categories of pet emergency shelters in Pennsylvania. County and non-profit organizations, through the local ESF-11 function, operate pet shelters for self-evacuators. These Self-Evacuator Pet Shelters are usually located adjacent to Red Cross shelters. When necessary, state colleges and universities will be designated as co-located mega shelters.

The goal of this manual is to provide the user with a standardized guideline for safe and efficient household pet shelter operation, while guaranteeing that all pets are properly identified, registered and linked to their owners, thus ensuring that they can be reunited if separated. Shelter operators are encouraged to make every effort to prevent separation of pets from their owners and preserve the strength of the human-animal bond.

Shelter Command Structure and Role

Shelters will be operated following the National Incident Management System Incident Command System (NIMS ICS) design. Because there is no national standardized system for definition of pet shelter teams, there may be some deviation from ICS title designations in describing shelter personnel. Regardless, it is understood there is a strictly defined chain of command within the shelter structure.

Shelter Management Team



CART Branch Director

1. Primary contact for the animal operations to the Office of Emergency Management (OEM)/Emergency Management Agency (EMA) and the shelter managers.
2. Reports out at EOC briefings.
3. Facilitate briefings with management staff.
4. Oversee demobilization operations of management staff.
5. Oversee completion of after action reports, financial recovery documentation and debriefs.

6. Oversee the facilities demobilization plans are successfully carried out.
7. Oversee the final disposition for all animals within the disaster shelters.
8. Collect all paperwork, volunteer sign-in and animal documentation.
 - a. All shelter related paperwork will be kept locally by the County Animal Response Team.
9. Complete after action reports for the shelter operation.
10. Facilitate debrief for staff and volunteers.

Safety Officer (SO)

The Safety Officer must insure the safety of all animals and all people at the shelter

1. Strictly enforce a no-smoking policy within the facility.
2. Identify, designate and prominently mark all fire exits, first aid stations for humans and pets, hazardous paths, water stations, rest rooms, handicap accessible areas and other potential risk areas within the facility.
3. Monitor safety of animal holding areas – electrical, water, fire, structural, kennel placement, security.
4. Monitor safety of all public areas – slippery paths, unlit areas, uneven footing, hazardous equipment or objects such as loose boards, protruding metal or nails.
5. Encourage safe handling practices for animals and require reporting of all bites, scratches and other injuries. Log all injuries and report animal bites to the proper authorities.
6. Encourage shelter workers to maintain proper hydration, food intake and rest. Make sure that adequate supplies of drinking water are available at all times.
7. Request inspection of facility from local fire department to make sure code requirements are met.

Veterinary Manager

The Veterinarian in Charge reports to the CART Branch Director and communicates with other management staff as needed. He/she supervises the Veterinary Care Team in the shelter.

1. Set up the triage area, hospital ward, isolation unit and critical/special care units in the shelter.
2. Supervise veterinarians and veterinary technicians at the shelter.
3. Schedule hours for vaccination clinics, hospital, and veterinary checks of units.

4. Schedule volunteer veterinarians to work and documents hours worked.
5. Maintain inventory of all pharmaceuticals, supplies and materials used for veterinary care.
6. Ensure accurate records are kept of all veterinary care given.
7. Triage any emergencies and decide when a patient should be referred to a tertiary care facility.

Logistics Manager

1. Report out supply updates during briefings and debriefings - status of equipment and supply requests.
2. Check in with all managers, daily or more often as needed, to determine additional supply needs for each day.
3. Communicate with logistics at the EOC as determined by the emergency management plan.
4. Work with the shelter manager to determine necessary supplies for the shelter.
5. Work with the Facilities manager to coordinate supplies for the shelter, incoming and space requirements.
6. Coordinate all donated supplies, requests and collection.
7. Responsible for placement or storage of all unused supplies and equipment.
8. Work with facilities to return borrowed equipment.
9. Work with facilities for storage of the organizations equipment.

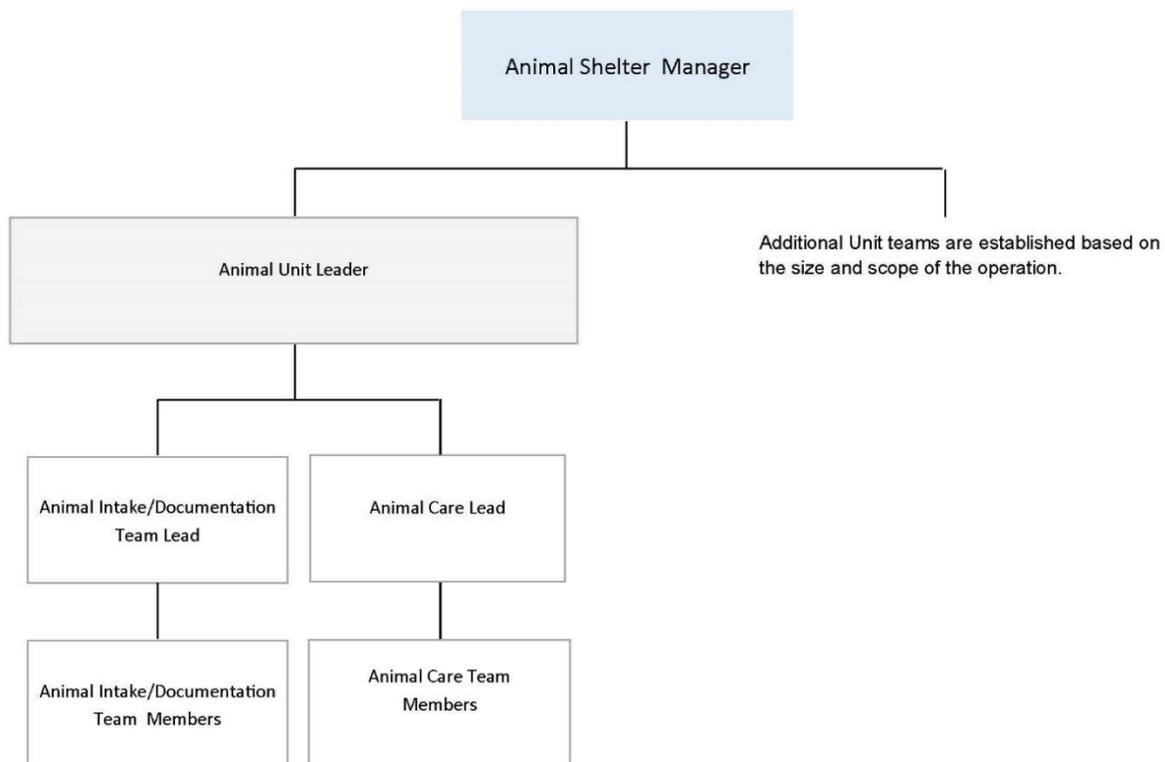
Volunteer Manager

1. Assess the staffing needs of the operation.
2. Collaborate with the shelter managers to fill all necessary positions within the shelters.
3. Collaborate with the Lead Veterinarian to ensure all veterinarian and technician positions are filled for all shelters and field triage operations.
4. Work with the Facilities manager to fill all team member positions.
5. Report out staffing updates during briefings and debriefings, including new groups who will be arriving or leaving.
6. Check in with all managers, daily or more often as needed, to determine additional staffing needs for each day.
7. Communicate with staff and volunteers the demobilization plan for when to stop reporting for shifts.

Facilities Manager

1. Collaborate with the Shelter Manager and Safety Officer to ensure setup and organization of the animal shelter.
2. Work with the SO to ensure continued safe conditions are created and maintained during the operation.
3. Ensure repairs are made to the building and equipment, trash is dumped and all other facility needs are met for a smooth and safe operation.
4. Assist shelter teams with facility changing needs during daily operations.
5. Report out facility needs and updates during briefings and debriefings. This information includes repairs happening and setup changes.
6. Check in with shelter manager and SO for daily needs.
7. Assist shelter team with the cleanup of all equipment and the facility.
8. Ensure all equipment is properly cleaned, sanitized and packaged for return to the proper owners or storage.
9. Work with logistics to return borrowed equipment.
10. Work with logistics for storage of the organizations equipment.

Animal Operations



Animal Shelter Manager

1. Assess the building space to create a safe, healthy and efficient disaster animal shelter.
2. Collaborate with the Safety Officer and Lead Veterinarian to evaluate the facility layout.
3. Oversee the intake and registration of the animals into the facility, triage and housing of the animals.
4. Oversee the daily routine for the care of the animals including, cleaning, feeding and exercise.
5. Conduct or ensure head counts taken throughout the day and tracking of all animals in and out of the disaster shelter.
6. Facilitate daily briefings and debriefings with shelter volunteers.
7. Report shelter updates to CART Branch Director regarding the operation needs and changes, animal head counts, concerns and positive outcomes such as reunifications.
8. Request supplies and resources needed for the shelter operation
9. Oversee the reunification and return of animals housed in the disaster animal shelter.
10. Oversee the final disposition of displaced stray animals housed in the disaster animal shelter.
11. Oversee the cleanup of all equipment and the facility.
12. Assure all equipment is properly cleaned, sanitized and packaged for return to the proper owners or storage.
13. Compile all paperwork and documentation for storage.

Animal Unit Leader

The Animal Unit Leader oversees registration and operation of the Animal Unit. This role will usually be filled as part of a Sheltering Team from a local or national humane organization. Each Unit Leader should be at or near their Unit Registration Table at all times.

1. Oversee construction of cages for the Animal Unit.
2. Manage shelter team or volunteers, ensuring animals are handled only by their owners or a designated person.
3. Document animal injuries and reports human injuries to the correct channels (see bite protocol attachment).
4. Submit Unit Situation Report to the shelter manager daily. Each group of animals will have a Unit SitRep submitted to the CART Branch Director. An animal census will be

taken every morning by 7:00 am. The SitRep will include the inventory of animals, supplies, needs, and any incidents

5. Register evacuees and their pets.
6. Issue a Failure to Comply (See Failure to Comply form attachment) reprimand if an owner does not properly care for their animal. Shelter teams are responsible for ensuring pet owners take care of their pets. If an owner has not walked, cleaned, fed, & watered their pet before 10:30 a.m. and 6:00 p.m., the shelter worker will notify the Unit Leader and the Unit Leader will designate a shelter worker to care for the pet. The Daily Animal Care sheet shall be signed by the shelter worker in red to signify that the shelter worker cared for the pet and not the owner. The information will also be written in the medical notes section on the back of the Admin/Discharge sheet and will include the date and time and the name of the shelter worker who cared for that animal.
7. Designate when shelter workers may handle animals. Unless there is a problem the owner will handle their own pet.
8. Full authority to evict a shelter worker for not cooperating and following rules.
9. Decide what action to take if an animal is in distress.

SHELTERING TEAM DUTIES

To be a credentialed shelter worker in the pet evacuation shelters, volunteers will be expected to meet some basic requirements. The care and health of the evacuated pets is dependent on the cooperation and helpfulness of shelter workers with the owners and with the command structure. This list of requirements must be met by all groups volunteering to work in the pet evacuation shelters.

As a group, shelter teams will:

1. Be available in 24 hours to be present on the ground in an Animal Emergency Evacuation Shelter. Each team will be assigned to a Mega-shelter or to a smaller shelter. The shelter assignment will be determined by the requesting agency. Teams will report to the CART Branch Director at the assigned shelter.
2. One shelter team will consist of 10 people per group. Eight will work the day shift (6:30 am-7:00 pm) and 2 will work the night shift (6:30 pm-7:00 am). During the intake and discharge procedures, all 10 must be available to assist in processing identification and organizing the pet owners. The entire group should be familiar with the paperwork so they can help complete it and file it properly.

3. Be prepared to camp on the grounds. Bring recommended supplies for at least 3 days of self-sufficiency. It is not guaranteed that you will have access to Red Cross shelters or FEMA shelters.
4. Be prepared to stay for 2 weeks. The shelter phase is dependent upon the amount of damage sustained from the event requiring the opening of the shelter. The Shelter Manager will communicate the situation on a daily basis.
5. Each group shall designate a Unit Leader who is responsible for all decisions in that Animal Unit (or entire shelter if it is a smaller shelter). This person will report to the CART Branch Director.

NOTE: The directions below in #'s 6-8 may or may not be needed depending upon the size of the shelter activity; support from the State Incident Management Team and/or the County EMA. The CART Branch Director will provide guidance as the situation unfolds.

6. Each group will designate a Unit Logistics person in charge of acquiring all needed items for their group and their animal unit. They will communicate their needs to their Shelter Manager and this information will be part of their daily Unit SitRep.
7. Each group will designate an Admin /Finance person to keep track of volunteer information, hours and meals. This information will go on the daily Unit SitRep.
8. Each group will designate a Planning person to submit daily Unit Situation Reports and help plan the next 24 hours. The Unit SitRep will go to the Shelter Planning Chief. Their information will come from the daily briefings by the Shelter Manager and from the reports of activities within their Animal Unit.

Animal Intake/ Documentation Lead

The Animal Intake/Documentation Lead is responsible for the teams receiving all animals coming into the disaster shelter. The Intake lead is responsible for overseeing the documentation of animals and processing owner information to keep track of the animals and processing animals out of the facility.

1. Work with facilities and team members to set up the designated intake location.
2. Oversee the setup of all the paperwork, equipment and supplies for processing and tracking the animals.
3. Train intake processors on procedures for documenting and tracking all animals in and out of the facility.

4. Oversee the intake process to assure accurate and detailed processing of all animals in and out of the facility.
5. Assist Unit Leader with head counts and tracking of all animals in and out of the disaster shelter.
6. Assist intake team with customer service concerns and needs.
7. Facilitate daily briefings and debriefings with intake staff and volunteers.
8. Report intake updates to the shelter manager regarding the intake needs and changes, animal head counts, concerns and positive outcomes such as reunifications.
9. Request supplies and resources needed for intake.
10. Oversee the intake/documentation team in the reunification and return of animals at the closing of the shelter.
11. Oversee the processing of displaced stray animals out of the disaster shelter to new placements or holding facilities.
12. Oversee the cleanup of the intake area and all intake equipment.
13. Compile all paperwork and documentation to turn over to the Unit Leader.

Animal Care Lead

The Animal Care Lead works with the teams responsible for exercising, cleaning and feeding the animals in the disaster animal shelter. They and their teams provide direct care for all stray animals and support for owners who are providing some or all of the care for their own pets. They coordinate with the Animal Intake Lead to prepare the cages for each animal coming in and break-down and removal of cages when animals leave. They are the primary contact between team members and the Shelter Manager.

1. Set up animal housing, feeding and cleaning stations according to the Shelter Managers plan.
2. Ensure the equipment is clean, safe and ready for the animals' arrival.
3. Train volunteers on handling and cleaning procedures.
4. Ensure all animals are fed and cared for according to the care schedule.
5. Monitor the animals' health and well-being for immediate health concerns and possible contagious diseases. See *Animal Health Assessment* sheet and report concerns according to the chain of command procedures.
6. Assist owners with handling their animals and cleaning and caring for them.
7. Attend daily briefings and debriefings with care staff and volunteers.

8. Report animal care updates to the shelter manager regarding needs and changes, animal issues, concerns and positive outcomes.
9. Request supplies and resources needed for animal care.
10. Work with the team to help owners collect their animals.
11. Work with team and shelter staff with final disposition of stray animals.
12. Oversee the cleanup of the animal care areas and all equipment.
13. Compile all paperwork and documentation to turn over to the shelter manager.

Physical Facility Considerations

There is no one perfect facility or setup for a disaster shelter, but some will work better than others. It is a disaster and challenges will arise but flexibility and creative thinking will address the challenges. Arrangement of the animal shelter is with a focus on the safety and well-being of the animals, staff, volunteers and public. Since it is difficult to determine precisely what animals will be coming in and the timeline for their arrival the set-up needs to be flexible in order to minimize the challenges of housing and care. Flexibility is created with proper equipment and preplanning for the arrangement of the disaster shelter.

The needs of each operation are going to vary depending on the species of animals, animal's health and behavior, space available for housing and care and the length of the operation. Pre-established setups, routines and SOPs may need to be flexible due to the varying needs of each disaster. Any and all changes must be made using the strictest adherence to the Incident Command structure.

Animals need to be housed in a safe and secure area where members of the public are not able to access them unsupervised. Each species specific housing area is placed within the shelter so daily routines can be managed in order to reduce additional stress caused by unnecessary commotion. Reduced stress and standard operating procedures (SOPs) for care will help minimize the risk for the spread of disease and enhance the animal's ability to adapt to the disaster shelter environment. The following are some considerations:

- The flow of the shelter, spacing of the cages and width of the rows helps to reduce unnecessary commotion which can cause stress and irritation for caretakers and animals.
- Supplies for care need to be easily moved throughout the shelter and made accessible to the caretakers, as well as distribution to the public.
- Members of the public will need access to the animals to look for their lost pets and to visit their pets without disrupting the daily routines.
- Veterinary personnel will need to be able to observe, provide care and medicate without being disrupted or disrupting the public and daily care-takers.
- Airflow throughout the shelter to prevent stale air and flow which will spread disease to healthy animals rather than outside the shelter.

Considerations for assessing a facility:

Provide reasonable space for each animal to allow for a humane shelter environment. A preference of 100 sq. ft. per animal is a good starting equation to determine if the facility will be large enough for all areas needed, including animal, human, equipment and supply spaces. Local shelter managers are advised to provide as much space as possible up to the 100 square feet based on their local assessment.

- Access:
 - Main Road
 - Hazard free
 - Able to easily get large trucks and supply vehicles in and out
 - Able to accommodate 50' transport trailer
 - Able to accommodate large numbers of vehicles to enter/exit easily
- On or near a main evacuation route
- 24/7 access for staff and volunteers (If the shelter is in curfew area, obtain clearance)
- Parking:
 - Solid surface (prevent vehicles from getting stuck)
 - Response equipment: RVs, trailers, trucks, etc.
 - The public
 - Staff & volunteers
- Facility entrance
 - Separate entry for rescue teams, staff and volunteers
- ADA Compliant
- Non-porous floors, easily disinfected
- Ventilation, heat/cooling – in and out of air flow
- Utilities and Services
 - Plumbing
 - Power with adequate outlets
 - Emergency lighting
 - Water (municipal supply, delivered, etc.)
 - Trash disposal service
 - Telephone
 - Internet access
- Loading Dock
- Restrooms
- Office/Volunteer space
- Clean eating area for volunteers and staff
- Logical flow for processing animals and people
- Separate public and private areas
- Separate human and animal areas

- Waiting area for people and their pets
- Dog walking area
- Security
 - From intruders entering the building
 - From animals escaping the building and grounds
- Ability to separate animals by species and health

PASART Guidance to CARTs on Selecting an Emergency Shelter Site

In selecting a shelter for the temporary housing of animals during a disaster the animals' safety, comfort, and well-being should be the first priority. A memorandum of understanding should be developed to ensure clear communication of the expectations of the property owner and the County Animal Response Team using the property.

There are many kinds of buildings or properties that, in an emergency, can be turned into a temporary animal shelter. An indoor location is not always available for the creation of a temporary shelter. If considering an outdoor location, please try to secure large tents or tarps as quickly as possible. Issues of drainage, access to electricity and water, and other issues listed below are just as important for outdoor locations as for indoor ones. Possible sites include other nearby shelters, wildlife rehab centers, churches, club meeting halls, schools and colleges, shopping malls and stores, fenced school yards and athletic fields, tennis courts, parking lots, fairgrounds, and stadiums. Facilities for temporarily sheltering livestock might include equine vet clinics, fairgrounds, ranches and private farms, racetracks, or local boarding stables.

However, many of the best sites, including government-owned properties, will have been spoken for in advance by other groups.

Try to select a site that is readily accessible by major roads, and perhaps a site well known in the community. It is important that the public (and your staff and volunteers) be able to get to the shelter. It can also be beneficial to be located adjacent to established emergency care centers for people.

Secure permission from the owner of the property before setting up your shelter in a given location.

Making effective shelter decisions starts with knowledge of what kinds of domestic, wild, and exotic animals reside within the jurisdiction and what numbers you are likely to be asked to shelter. If time permits, develop a list of the various species of wild, exotic, and domestic animals likely to be encountered within, and perhaps contiguous to, the service area. For example, ascertain whether there are any zoos or wild animal parks in or near your jurisdiction and request a copy of each one's facility disaster plan.

It is also important to estimate the numbers of animals you might be asked to shelter. Always err on the side of overestimating the numbers of animals you might ultimately have to handle. It is very difficult to move a shelter operation after it's been set up and running because it's too small than to take a little extra time negotiating for a larger space in the beginning.

Also, develop a list of all known breeders, pet stores, boarding kennels, private local animal shelters, protection trained dog operators, veterinary clinics, wild/exotic permit holders, horse stables, and livestock facilities. These facilities are both potential shelter sites (if they are unaffected by the disaster) or sources of animals that you will be called on to shelter (if they are affected and do not have an effective facility plan).

Other factors to consider include:

- Ventilation
- Security
- Electricity
- Regarding physical structures, confirm the building's structural integrity and safety features. Does it have smoke detectors? A fire alarm system? How is the wiring?
- Clean running water
- Drainage of the property and neighboring properties
- Is the location one likely to be effected by the disaster? Is it in a flood plain? Is it surrounded by brush and trees that could catch fire? Does it have a flammable roof or outer walls?
- The location must be relatively clean to start with, both for the animals themselves and for the storage of food and medicine.
- Provide adequate protection against the elements contributing to the disaster
- Be accessible to the public, yet secure from unsolicited visitation
- Have communication capabilities via land lines, cell phones, pagers, internet, or amateur radio contact
- Include area for orderly identification and intake of animals
- Have access to a potable source of water
- Include provisions for disposal of solid waste
- Enable each animal to be confined in space adequate for its size in a clean, dry and sanitary condition with provisions for separation of animals according to species, sex, and physical condition
- Have provision for food storage and preparation protected from spoilage
- Include an area for triage to evaluate animals' condition upon arrival for signs of illness or injury

- Establish written standard operating procedures for all the activities conducted at the facility to ensure consistent operations and minimize mistakes
- Establish a limit of the number of animals held at any specific location
- Have first aid supplies for treatment of minor injuries and access to the services of a veterinarian if needed
- Have provision for storage and disposal for animal carcasses in a manner acceptable to the PA Department of Environmental Protection
- Be provided with equipment, utensils, disinfectants and germicidal agents, and cleaning supplies necessary for the proper care of the animals
- Include secluded area for staff and volunteers to eat and rest

Make sure the shelters you set up are included in the larger plans for communications, resource allocation, safety, etc. Shelter directors should understand clearly who their contact people are for all EMA functions and how the shelter fits into the larger disaster effort. An essential aspect of fitting into the system is your ability to establish open communication with all other organizations with which you might need to coordinate in a disaster.

Initial Walk Through

The CART Branch Director should do a walk through (videotape if possible) with the designated facility manager to sign off "Pre-Occupancy" form and note any issues of any pre-existing damage or other issues. Note flooring and plan protections: tarps, plastic sheeting, etc for any floor types which could be damaged through the regular operation of the disaster animal shelter.

PRE-OCCUPANCY INSPECTION/WALK-THROUGH

INSTRUCTIONS:

The _____ County Animal Response Team representative and the individual representing the _____ (temporary shelter facility) are to walk through all areas of the facility which are designated for use by CART as an emergency pet shelter and note the condition of those areas, indicating any pre-existing damage or problems, i.e. scuffed, scratched or stained floors or walls, scratched or damaged doors, damaged or non-functioning water fountains, broken windows, damaged or non-functioning lights, and general condition of any furniture. Briefly list any such pre-existing conditions below:

Briefly list pre-existing conditions below:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Facility Representative

CART representative

Date

Date

Shelter Areas

Dog

When assessing the space which will become the disaster animal shelter, housing for dogs needs to be the first consideration. It should be placed near the access to the exercise area and away from the busy public areas, such as animal intake, information and donations. Dogs will generally require the largest area due to the number of animals and the size of the dogs. To create a flexible plan, extra-large wire cages can be setup in advance and will accommodate the majority of dogs being housed.

Medium and large dogs will fit comfortably in the XL cages. Smaller, multiple family dogs can be housed in a single cage if resource guarding is not an issue. A decision on using a single crate for small dogs from the same family will be made by the Animal Shelter Manager, in consultation with the owner(s). If the animals are housed together, the shelter staff will monitor the situation closely to determine if it is appropriate to keep as is if separation of the animals is more appropriate. If the family unit is too large or the dogs in the family are too large or don't get along in the cage, then they can be placed side by side with the barrier removed or partially removed. This housing setup will allow them to be close but prevent injury due to resource guarding.

Only "outliers" will need different accommodations; giant breeds who are too large, very small, such as miniature breeds with young who could get caught in the wires or escape, and higher energy dogs who cannot be safely contained and removed from the XL cages.

Lineup XL wire cages next to each other and back to back with a barrier between and behind each cage to form rows. A "barrier" is for both visual and disease blocking purposes. It can be the box the cage came in or another similar divider material. Consult the lead veterinarian for recommendations. Plastic or tarps have been used but can be pulled into the cages and eaten by the dogs. Unlike cardboard the plastic could cause health concerns due to ingestion. Blankets and towels are also possibilities, but can also be ingested and may cause too much additional heat in an already hot shelter.

It is not recommended to stack dog crates, but if space requires then a barrier needs to be on top of the bottom cages to prevent contaminants from dropping from above. All dogs placed in the top cages should be small enough and safe enough to be easily lifted in and out of the cages. They also need to be calm enough to be in the upper cage. Consider zip-ties to bind the cages together to prevent the cages from moving.

The giant breeds, higher energy and dogs prone to escape can be housed in portable dog runs. Plan on having a space within general dog housing where these larger pens can be setup. Understanding your population, giant breed ownership, can help to determine the need for these pens but there will still be many unknowns regarding what animals will come into the shelter. It is recommended you pre-set up a few of these pens if time allows.

Cat

Main housing for cats is generally a smaller space with fewer animals and requiring slightly smaller cages. Depending on the facility being used for the disaster animal shelter, various rooms or buildings may not be available to place the different species. Cat housing should be placed away from the dogs when possible. If they are all housed in the same building then separate them by space or a barrier when possible.

The cat housing area needs to be in a quieter and calmer space within the shelter. It should be secure from public access and possible cat escapes. Temporary chain linked fencing can be used to surround the cat housing area. Although it won't stop a cat from escaping it may slow them down enough to capture them.

Large wire cages provide space for the cats to move around, lay down, and still have an adequate litter box, food and water. Place the cages side by side and back to back with a barrier between them. When space and equipment allows elevate the cage off the ground. Unlike with dogs, the wire cages for cats can be stacked for additional space. A barrier must be placed on top of the bottom cages and overlapped to prevent contaminants dropping from the upper cages into the bottom ones.

Multiple cats who are part of a family unit can share the same cage if it is less stressful for them to be together. If they are not getting along then place them next to each other with the barrier removed or partially removed.

Other Animals

Other pets coming into the shelter will vary, so housing placement will be determined by the kind of animal and whether they can be placed with other species. Plan on receiving exotic birds, reptiles, rabbits and other small pets as well as chickens, etc. Since each of these species require unique habitats, care and food, consult with experts for each type or the veterinarian.

Owners may or may not evacuate their pets in its habitat but some of the pets will be able to be housed in cages at the disaster shelter adapted for their needs. Consider MOUs, obtained in advance, with experts to foster the animals that may not do well in the disaster shelter.

Isolation

Sick and contagious animals must be housed in a separate location from the healthy pets where the airflow can be controlled to prevent the spread of airborne contaminants. SOPs for care will help to prevent other methods of disease spread. Depending on the illness, multiple placements maybe required. For example, a cat with ring worm and others with URI would benefit from separate areas to help reduce the possibility of cross contamination.

The needs of the operation will dictate this area and the location will be determined in collaboration with the veterinarian. Species specific areas may or may not be needed. Another consideration of isolation dogs is whether they can be taken outside for exercise and to relieve themselves. If so then a separate exercise yard will be needed for those animals.

Veterinary Station

Placement of the veterinary station should be a quieter and calmer area of the shelter, accessible to the isolation area. The lead veterinarian should be consulted on location since they will have preferences based on their needs. There should be good lighting which may require supplemental light sources. Refrigeration for medications and the ability to secure the space to prevent theft of needles and medicines is critical. If the space cannot be secured then other arrangements will have to be made to prevent theft of these items. A table to work on the animals and location for working on paperwork are also needed in this area.

During intake if animals are being triaged then an area will need to be established near the entrance for those procedures. Avoid potentially contagious animals contaminating the shelter by not recognizing issues at intake. Procedures for responding to a contagious animal and cleaning and sanitizing the intake space will help to prevent spread. Taking care to not alarm the public and volunteers is also critical.

Special Needs and Maternity

A quieter and calmer area which can be more closely regulated for special needs animals may also be required. Pregnant animals or new mothers will need a more secure location. Travel carriers work well for these animals providing them with more security from the enclosed space versus the openness of the wire cages. If temperature is a concern, the carrier can be turned upside down so the ventilation is on the bottom which will allow for better airflow. If the young are not so small as to get caught between the wires or fall through, then a wire cage can be used with a cloth laid over it for privacy.

Older animals or animals that are sick but not contagious will benefit from this quieter, calmer area. The stress of the disaster shelter can be detrimental to their health. Modifying their location or housing will help to reduce the stress and keep them healthier.

Bite Hold (Quarantine) and Aggressive Animals

Consider taking bite holds and aggressive animals to the Humane Society location when space allows. This will provide safer and more secure housing for these animals. If they are housed at the disaster shelter location, separate them into a different and more secure location. Cages for both bite holds and potentially aggressive animals should be flagged and only experienced handlers should care for them. Both the general public and volunteers should have restricted access to these animals. Visitation for owners of these animals needs to be supervised by experienced handlers.

Animal Intake

Intake should be placed near the entrance of the facility. This area is often a very busy place at times throughout the operation but particularly following mandatory evacuations and following evacuations being lifted. It can become very congested which puts the animals at risk if there is not adequate space. Separate processing areas for the different species will help reduce risks of animals becoming overwhelmed and biting or attempting to escape.

The area needs enough space for tables and chairs for pet owners to sit while their pets are being processed into the shelter. Crates and slip leads need to be available for unrestrained animals. Consider having drinking water for owners available. If pets are also going to be provided with water, the bowls need to go with the pet to their crate, be disposable or be cleaned and sanitized before being reused.

Intake processors should fill out the paperwork on the owners and their pets rather than having owners fill it out themselves. The owners are stressed, emotional and unfamiliar with the paperwork. Intake processors will be more familiar and should have clear handwriting. Compassionate customer service is a critical function of the intake processor and will help to set the tone for families experience at the disaster shelter. Compassion and patience cannot be stressed enough when assisting families and members of the public who are stressed and emotional.

Donations and Distribution

Purchased items and donations from the general public will come in large quantities. Space is needed to organize and store the supplies before sending them out to the different areas for cleaning and care of the shelter animals, disaster victims staying off-site but in need of supplies and for use in the field. This area should be close enough to the shelter for easy access to the supplies, but not impede the operation of the shelter with donations coming in and supplies going out.

Money may also be donated so a procedure for accepting and tracking it also must be developed and managed. Everyone in the shelter should be advised on handling supplies and monetary donations. It's best to direct or escort the public to the donations area rather than accepting them, particularly money.

Cleaning and Sanitation

Access to running water at the facility is critical. Hot and cold is ideal and in multiple locations. This area for cleaning and sanitizing equipment should be placed in an out of the way location where dirty water and waste isn't going to be tracked through the shelter. The area must be large enough to support the cleaning of carriers, wire cages, bowls, toys, etc in large quantities.

Thorough cleaning and sanitizing procedures should be posted and strictly followed along with OSHA standards for mixing chemical dilutions. Household chemicals, such as Spic-n-Span, Dawn and Clorox bleach, are easily accessible and more affordable during disaster and effective for general cleaning and sanitizing if procedures are properly followed. Contagious diseases will need to be handled differently so those cages and equipment may simply need to be pulled out of rotation until they can be properly sanitized.

Waste Disposal

Large quantities of waste will be accumulated daily. Paper towels are used for multiple-day cleaning of cages, non-latex gloves should be changed between every pen, feces from the

exercise yard is picked up immediately using poop bags or gloved hands and thrown away all of which adds up to large amounts of waste. Then there is all of the food bags and cans for animals plus water bottles and human garbage. Due to the inability to properly wash soiled bedding it also will be disposed of daily. Large dumpsters will need to be emptied regularly, potentially daily.

Procedures for disposal of animal carcasses should be established based on jurisdictional regulations. Considerations for owner identification of their deceased pet should be part of those procedures. These carcasses are from animals that expire in the shelter. It is not advisable to collect carcasses from the field and bring them in unless they are from an owner requested rescue.

Break Area

Provide a space for staff and volunteers to rest, eat and rehydrate located in or near the shelter. It should be a quieter area, such as tents outside the facility, if the weather and disaster allow, or a space within the facility for people to sit or cots to lie down. It should be a place to get away from the public and the noise of barking dogs.

Signage for the Shelter

The following are a list of signs that are helpful for traffic flow. Posting these signs in conspicuous places will decrease confusion for the evacuees and decrease the amount of time for the workers to direct the evacuees.

**You are
responsible for
maintaining
control of your
pet at all times.**

REGISTRATION AREA

**PLEASE MAINTAIN
CONTROL OF
YOUR PET**

BANDING AREA

**PLEASE MAINTAIN
CONTROL OF
YOUR PET**

**ASK FOR HELP
IF NEEDED**

**EXIT
REGISTRATION
AREA**

**PLEASE OFFER
YOUR DOG WATER
AND MAINTAIN
CONTROL OF
YOUR PET**

DOG WALK AREA

**PLEASE CLEAN UP
AFTER YOUR PET**

**PLEASE MAINTAIN
CONTROL OF
YOUR PET**

REPORT ALL BITES

to

Animal Control Officer

or

Unit Leader

or

**Any person assisting in
evacuation**

Standard Operating Procedures

Layout Evaluation and Preparation

Shelter Leadership

The Shelter Manager evaluates the facility for setup of the areas necessary for the housing and care of the species and quantity of animals expected. The Lead Veterinarian evaluates the facility for placement of triage, a veterinarian station, sick and maternity in collaboration with the Shelter Manager. The Safety Officer and Facility Manager evaluate the facility for safety concerns and evaluates the setup plan from the Shelter Manager and Lead Veterinarian. The Facilities Manager evaluate the facility for placement of supplies, repairs and modifications which need to be done in collaboration with the SO and other members of leadership.

1. First consideration is for dog housing area which needs to be placed with easy access to the entrance/exit to the exercise area and large enough to accommodate x-large wire cages placed side by side and back to back divided by a barrier.
2. Cat housing area should be placed away from high traffic areas, be more secure to help prevent escape, such as in a separate room whenever possible. Space should be large enough to accommodate large wire cages placed side by side and back to back divided by a barrier. They may also be stacked when additional space is required if a barrier is placed on top of the bottom cage to ensure contaminants cannot drop into the cage below.
3. A veterinary area should be placed in collaboration with the Lead Veterinarian.
4. Additional housing considerations for sick and contagious (Isolation), maternity, specialty or small animals and birds, and bite holds (Quarantine). These decisions are made in collaboration with the Lead Veterinarian.

Shelter Care Staff

1. Setup the wire cages, assembly line fashion works well then stack them until the layout is determined.
 - a. If cages are new, remove from the box and stack boxes to the side for use later as dividers.
 - b. Pop-up cages work best when possible.
 - c. Secure the floor latch.
 - d. Zip-ties should be placed on each of the corners of every cage, top and bottom.
 - e. Remove stickers from new bowls, wash and dry, and stack.

2. Layout housing areas based on the approved Shelter Manager's plan, placing wire cages in rows, back to back and side by side, with an approved barrier between each pen.
3. Place water bowl on top of each cage and attach a page protector with zip-ties for paperwork.
4. Place litter pans on top of cat cages in cat area.
5. Place duct-tape on each cage with row and place number in the row for tracking and mapping purposes.
6. Setup cleaning and feeding stations for each unit or area.
 - a. Feeding stations: adult and adolescent, dry and wet (when applicable), watering can.
 - b. Cleaning stations: paper towels, non-latex gloves, cleaning detergents, trash bags, broom, dust pan, mop, bucket, specialty area items (litter, etc.)

Animal Intake/Customer Care Staff

1. Setup intake tables and chairs in the designated intake area.
2. Arrange intake paperwork, office supplies, printers, computers, animal identification bands and any additional items for the specific operation.
3. Stock leashes and carriers for unrestrained animals.

Veterinary Staff

1. Setup veterinary area and triage if a separate triage station is being used.
 - a. Setup exam tables, work stations for paperwork, care and exam supplies. Ensure security containers for medications and needles and refrigeration for those medications needing it.
 - b. Arrange paperwork for documenting and care.
 - c. If animals will be kept in the area, then setup cages, cleaning and feeding supplies.

Facilities Staff

1. Setup storage for all supplies (donated and purchased).
2. Assist shelter staff with moving supplies and equipment.
3. Setup trash containers inside the facility and in the exercise area.

Donations and Distribution

Supplies and equipment:

- Table and chairs
- Receipts for donors
- Pens and paper
- Sharpies
- Duct tape
- Forklift (when necessary and available)

This area will need to accommodate the large amount of supplies used on a daily basis and the potentially high volume of donations the shelter may be inundated with from the public. Supplies can be warehoused then moved into the shelter, as needed, to restock the feeding and cleaning stations. The location within the animal shelter or a building or storage site near the shelter should have access from the outside, so delivery vehicles can unload and members of the public can make donations without needing entrance into the animal areas.

Setup

Separate items by function:

- Cleaning supplies
- Cages and carriers
- Dog food
- Puppy food
- Cat food
- Kitten food
- Animal enrichment items
- Blankets and towels
- Human supplies
 - Food
 - Water
 - Beverages

Tips

1. Separating food by brand, as much as possible, will make it easier to feed a specific type or mix together to help reduce intestinal distress caused from constant change.
2. Separate specialty foods, such as sensitive stomach, and reserve for the veterinarian.
3. Limit public access to canned food to prevent over feeding and intestinal distress.
4. If there is a public request for particular donations, prepare a large area for those supplies.
5. Provide a way for people to make cash and check donations in a secure container, as well as online, if possible.
6. Document donations with their name, address and item. NOTE: some donors will not want to give this information so document as anonymous.
7. Provide donors with receipts, for tax purposes, using existing PASART numbered, multipart donation receipt for all donations received.

Volunteer Intake

Supplies

- Volunteer Application
- Spontaneous Volunteer Questionnaire
(See Attached Spontaneous Volunteer Policy Approved 2005-10-11)
- Code of Conduct Release
- Volunteer Sign-in/Out Log
- Office Supplies
- Pens/sharpies
- Stapler/staples
- Printer/copier
- Paper
- Binder
- Binder clips
- Paper clips
- Page protectors
- 3-hole punch

Every volunteer coming into the shelter should be a pre-approved member of a local or national group whose team has been invited to assist or an approved spontaneous volunteer, if it is determined to utilize additional resources.

All volunteers must:

1. Check-in prior to the start of their assigned shift and check-out at the end of each shift. Volunteer hours are tracked using these shift sheets.
2. Arrive promptly for the start of all briefings and debriefings.
3. Report to their assigned team leader for job assignment.

As credentialed volunteers, shelter teams must remember and follow the goals of the pet evacuation shelters:

The goals of the pet evacuation shelter are to:

1. Provide a safe place for people to care for their pets while staying at the human shelter nearby.
2. Dramatically reduce the number of bites associated with sheltering animals by sheltering them near their owners. To accomplish this, owners should be the only one handling their pets. The only time shelter workers are allowed to handle pets is with the consent of their Unit Leader.
3. Prevent the separation of animal from owner. Realize when a pet bites someone, that pet has to be quarantined at a veterinary hospital or animal control facility for 10 days. Preventing animal bites is of the utmost importance.

4. Resist judgmental attitudes about each person's level of caring for their pet. This is a good opportunity for friendly education. Always remember that this is an abnormal situation for the evacuees and you are there to help, not make changes.

Animal Intake

Supplies:

- Animal Intake and Owner release forms
- Daily care sheets
- Animal ID Bands – small and large, colored
- Microchip scanner
- Digital Camera
- Slip leads
- Carriers
- Non-Latex gloves
- Office Supplies
- Pens/sharpies
- Stapler/staples
- Printer/copier
- Paper
- Binder
- Binder clips
- Paper clips
- Page protectors
- 3-hole punch

Every animal coming into the shelter should have its condition assessed for immediate health concerns and possible contagious diseases. See *Animal Intake Health Assessment* sheet.

Pet Registration

1. Be familiar with the forms that will be used. Pet owners should be given a pet owner wristband. They must read and sign a Shelter Agreement. The Admission/Discharge Form is used to record intake information. The Daily Care Sheet is attached to the pet's shelter crate and used to document all care received. Be familiar with where and how these documents will be handled. Copies of each are at the back of this manual.
2. Each animal group will be color-coded with a neckband to signify which Shelter Unit or shelter area (i.e., hospital, dangerous, special care) where they are to be housed. Shelter Units will be designated according to the color of the neckband. (Red Unit, Blue Unit, Yellow Unit). Units will be divided into rows alphabetically and cages will be numbered in each row. (Ex: A pet might be located in Blue Unit, Row C, and Cage 24. They would be Blue-C-24.)
3. Be familiar with the Unique Animal ID number system (See PASART Temporary Shelter Numbering System April 2013) that should be written on the pets' color-coded neckband, all paperwork, and the owner's wristband.
4. The color-coded neckband may need to be changed due to a change in location or the animal having destroyed it. For safety reasons, have the owner (if present) apply the color-coded neckband around pet's neck. This should be done in a secure area (enclosed banding cage if available).

5. Ask for proof of rabies vaccination. If owner does not have proof of rabies vaccination, advise owner that a rabies vaccination is required. Send the owner to veterinary station if it is open at intake, or take name and location of pet and inform owner they must have pet vaccinated at the veterinary unit.
6. Assign each animal a cage using the shelter location system. Ask the owner who would be the best person to be designated as the family animal caregiver. If the owner has not received a pet owner wristband from the evacuating municipality, place a matching color-coded wristband on the wrist of the primary owner or the designated family caretaker and show them how to locate their pet's kennel in the shelter. **Only one family member is allowed in the pet living quarters to take the pet out and clean the cage twice daily. No one under 18 is allowed in the pet living quarters. Other family members may interact with pet in dog walk areas. Exceptions may be made for single parent households.*
7. Explain to the owner no one will touch their pet unless it is ill. Owners are the only ones allowed to handle pets. Shelter workers are only there to provide assistance. Show them how to fill in the Daily Care Sheet and tell them that they are responsible for completing the sheet daily. Explain to the owner part of the shelter agreement is they care for their animals. Any animal not receiving care will be removed by animal control. (If animal control officers are not available to move them or do not have a separate facility to take them then shelter staff will need to relocate them to a unit responsible for full care of non-compliant, stray or special circumstances animals.) Explain to owners pets should be cared for before 10:30 am and 6:00 pm. If for any reason an owner is unable to care for their pet, they are to notify their unit leader so that short-term alternative arrangements can be made.
8. Explain that owners are responsible for the actions of their pet. Owners are responsible for ensuring their pet does not injure anyone. This is a good opportunity to gently educate on other methods of leading, correcting, and developing a better bond with the pet. Be careful to use non-judgmental terms and phrases. (The goal is to educate, not be judgmental.)
9. Attach the animal care sheet to the cage using the plastic page protector or plastic envelope and the zip tie after punching a hole in the plastic envelope.
10. Explain the hours the shelter will be open. After closing, the shelter will be off limits to all people except shelter personnel.
11. Explain to owner the family designated animal caregiver must sign their dog in and out of shelter section with a picture ID twice per day. Cats will not be allowed out of cages. Only

the family designated animal caregiver will be allowed to care for the cats. Staff may schedule a visitation time for other family members especially when the sheltering event is a long one and/or circumstances allow.

12. Explain to owner where the dog walk area is. Suggest they walk their dog prior to putting them in a cage. Show them where plastic poop bags are located, how to use them and where garbage containers are located.
13. Explain to cat owners how to daily clean their cat's cage and litter box.
14. Escort the owner and pet to appropriate cage. Escort owner to the sign-in table for their unit and make sure they know where to sign in and out when visiting the shelter.

NOTE: It is the responsibility of the animal owner to maintain control of specialty foods and medications if their animal has special feeding requirements or prescribed medications. These special needs should be discussed at intake and a veterinarian consulted when deemed necessary.

Animal Health Assessment

An animal health assessment is a quick observation of the condition of the animal while it's in the care of the disaster animal shelter. When animals arrive at the disaster animal shelter a brief assessment of the animal should be conducted to determine if any immediate medical attention needs to be provided. This assessment is based on observation of the animal, and feedback from the rescue team or individual bringing the animal to the shelter. If the animal appears to be sick or injured the severity of the problem will determine how to proceed.

When animal care staff are cleaning, feeding and socializing the animals they should be assessing the current status of the animals and if any changes have occurred; paying particular attention to changes in behavior, health and eating and drinking habits.

Signs/Symptoms (s/s) to look for:

1. Signs of trauma
 - a. Bleeding or dried blood on any part of the animal
 - b. Open wounds
 - c. Signs of lameness, broken bones, such as limbs at odd angles, paw issues
 - d. Impaled objects
2. Labored breathing
3. Lethargy, lack of interest in people
4. Pale or dry mucus membranes
5. Vomiting or diarrhea
6. Sneezing
7. Coughing
8. Excessive drooling/ nausea
9. Mucus coming from eyes or nose
10. Fur or skin issues
11. Eye problems
12. Not eating or drinking
13. Change of behavior such as aggression, apathy, vocalization
14. Straining to defecate or urinate

If a veterinarian is available, any animal with these s/s should be seen immediately.

If no veterinarian is available notify the Shelter Manager so a determination can be made if the animal needs immediate medical care. Reasons for immediate medical care are s/s numbers 1 – 5 depending on the severity.

Animals with s/s number 6 – 11 should be located in an isolation area awaiting veterinarian care and continue to be monitored for change of status which could require immediate medical care.

Numbers 12 – 14 are s/s the daily caregivers should be on the lookout for since they are most likely to notice these changes first.

Animal Care

Owner Daily Care and Maintenance at the Shelter

Feeding

Feeding will be done by the owner by 10:30 am and by 6:00 pm. The Daily Animal Care sheet for the animal will be marked to indicate if the animal ate and drank, urinated and/or defecated. If the pet is not cared for, shelter team members will care for the pet and report the lack of care to the Unit Leader and write it in the medical notes section of the Admission/Discharge sheet. The Unit Leader will be responsible for contacting the owner. All attempts to contact the owner will be noted in the medical notes section of the Admission/Discharge sheet. If owner neglect happens 48 hours consecutively, the pet will be removed from the shelter and placed with the local animal control. If local animal control is overwhelmed, the nearest shelter will receive overflow and act in an animal control status.

Water

The animals will be offered fresh water at least daily by 10:30 am. The bowl must be cleaned and sanitized each day.

Walking/Exercise

The dogs will be walked at least 2 times each day for a minimum of 20 minutes. The shelter will have designated walking areas. Plastic bags will be available for each walker to pick up feces and put in a trash receptacle. The Daily Animal Care sheet will be marked to indicate walking time, urination, defecation (including quantity and quality).

Kennel Cleaning

Kennels will be cleaned 2 times daily before 10:30 am and 6:00 pm (minimum). If the cage needs cleaning between these times, the shelter worker must first contact the Unit Leader to remove any animal from its cage.

Aggressive Animals

Aggressive animals will be housed in an area separated from regular population within each Animal Unit population. Only trained volunteers or owners are allowed to handle them. If these animals (or any animal) are considered by the Unit Leader to be handled unsafely or in an unhealthy manner, the Unit Leader should contact the Operations Chief and corrective action will be taken. The Operations Chief and Shelter Manager will determine that action.

Fearful Animals

Only owners or trained volunteers with approval from Unit Leaders are allowed to handle fearful animals. If these animals (or any animal) are considered by the Unit Leader to be handled unsafely or in an unhealthy manner, corrective action will be taken. The Operations Chief and Shelter Manager will determine that action.

Waste Disposal

Potty area will be designated. It should be clearly marked and plastic bags and garbage cans readily available. If shavings or sawdust are used, fresh shavings and a scoop should be available. Owners are responsible for walking their dog(s), being sure they urinate and/or defecate and noting all duties, documenting it on the Daily Animal Care Sheet. Stool must be picked up with the plastic bags and discarded in the trashcans. It is recommended that the potty area is a small area covered with a plastic sheet that has shavings covering it. For ease of use and clean up, the sheet can be folded and discarded daily or twice daily as needed.

Daily Operations

1. Owners are required to present ID to enter and take pets out of unit. They should have on their wrist a pet owner wristband color-coded wristband that matches their assigned unit. They will be required to sign in to take their pet out of the unit. Shelter workers will verify that the person has signed the daily log with the name on their picture ID.
2. At 10:30 am and 6:30 pm, shelter workers will walk through and note on animal care sheet if pet has not received their daily care. The Unit Leader will be notified. The animal will be cared for and the animal care sheet will be signed in red by the Unit Leader. A Failure to Comply notice will be placed in the plastic envelope on the cage. A notation will be entered on the back of the admission /discharge sheet for that owner and pet, including date, time and description of which rule was not followed.
3. Shelter workers are responsible for ensuring people keep the shelter clean. They should ensure that empty trash cans with plastic liners are available for owners to throw their trash in.
4. Any loose papers should be examined for their need and placed in the correct place. Do not discard paperwork unless it is clear that it is not needed.
5. Shelter workers will be responsible for monitoring the walking and potty areas. This is best done by making sure owners are aware of the necessity of cleaning up the feces and that there are trashcans with liners available. On the first 1 or 2 days, the shelter workers will probably be teaching owners how to clean up after their pets.

Staff Daily Care and Maintenance at the Shelter

In a co-location shelter it is the responsibility of the animal owners to provide the care for their pet, however, there may be a time when an animal is not attached to an owner or an owner is not able or willing to provide the daily care. At these times animal care takers will need to provide care as outlined below. When owners are available and providing care, shelter staff should be available to assist with the care, when needed.

Dog Care

Supplies for Care:

- Slip lead
- Cleaning supplies
- Spray bottle of cleaner
- Cleaner, such as Spic-n-Span or Accel
(Do NOT use Pinesol or Lysol or other Phenolic disinfectants)
- Paper towels
- Trash bags
- Non-latex gloves
- Paperwork
- Bucket for dirty water
- Wheeled carts
- Watering can
- Clean water bowls
- Disposable food bowls
- Dog and puppy food
- Broom and dust pan
- Mop and bucket
- Pen for marking

A morning or change of shift briefing should precede the beginning of the daily routine of feeding and cleaning. At the beginning of each shift inspect all cages to ensure dogs are in their cage and healthy. If any are missing, look ill, or have given birth, notify the Shelter Manager.

Animal handling/cleaning teams should work in the same area, row or unit each day to allow them to become more familiar with the dogs so they notice changes in behavior or condition sooner. It also helps the animals to become more comfortable with the routine and the people.

All routines follow a consistent flow through the rows by beginning at one row, move down one side and back the other so no animals are missed. Both handlers and cleaners need to take the next animal or cage in the row and not skip to get their “favorite” animal.

Morning Routine

1. Place the morning food in all the cages.
2. Walk dogs who are crate trained then return for feeding and mark the daily care sheet.
3. Gather all cleaning supplies while the dogs are eating.
4. When dogs have finished eating begin the exercise and cleaning routine.
5. Animal handler places the slip lead on the dog then remove from the crate.

6. Cage cleaners perform all cleaning duties while dogs are being exercised and fill out the daily care sheet.
7. Animal handlers walk dogs to the exercise area, pick up feces immediately in “poop bag” and discard prior to entering the shelter.
8. Animal handler places the dog back in the cage, puts the water bowl in the cage, secures the door and fills out the daily care sheet.
9. Move to the next dog in need of care until complete.
10. Go back through the rows and top off water bowls.
11. Sweep aisle if concrete type floor and mop with the approved cleaner or rake up debris on dirt floor.
12. Take dirty bowls and toys to the cleaning station.
13. Turn lights down or off for quiet time.

Afternoon Routine

1. Prepare for the afternoon feeding and cleaning routine.
 - a. Wash dirty bowls, toys and cage floors.
 - b. Restock cleaning supplies.
 - c. Prepare the evening feeding.
2. Begin the afternoon exercise and cleaning routine.
3. Animal handler takes the dogs out for an afternoon exercise.
4. Cage cleaners perform all cleaning duties and fill out the daily care sheet.
5. Animal handlers walk dogs to the exercise area, pick up feces immediately in “poop bag” and discard prior to entering the shelter.
 - a. The afternoon is a good time for longer exercise and socialization.
6. Animal handler places the dog back in the cage, puts the water bowl in the cage, secures the door and fills out the daily care sheet.
7. Move to the next dog in need of care until complete.
8. Place the evening feeding in all the cages.
9. Go back through the rows and top off water bowls.
10. Sweep aisle if concrete type floor and mop with the approved cleaner or rake up debris on dirt floor.
11. Take dirty bowls and toys to the cleaning station
12. Organize the cleaning stations for the morning.
13. Prepare the dry food for the morning.

Evening Routine

1. All dogs go out for one last exercise routine, returned to their cages.
2. Remove food container.
3. Top off water bowls.
4. Document daily care sheets.
5. Secure cages for the overnight.

Animal Handler:

The Animal Handler's primary responsibility is to focus attention on the dog they are working with at the time. Dogs should never come into contact with each other unless they are a related pair who are either being housed together or are comfortable with each other while on the leash.

Every animal must be on a slip lead even if they wear a collar. Collar may not be tight enough and the dog can escape or get agitated in an attempt to pull out of the collar causing injury to the dog or the handler.

1. Put on a fresh pair non-latex gloves.
2. Prepare the slip lead with the loop open wide.
3. Squat down in front of the cage door forming a V with your body. Right knee up against the door and the left knee up against the side of the cage opening.
4. Open the cage door just enough to reach into a small opening with the wide loop of the slip lead and your arm. (Most dogs will drop their heads to the lower corner of the opening.)
5. Using your body to control the door in the event the dog tries to push through slip the lead over the dog's head, stand and step back allowing the dog to exit.
6. Walk with the dog close to the right side of the body (or side away from other dogs in cages, if possible).
7. Grab poop bags (which should be staged at the exit to the exercise yard so all handlers can grab bags before leaving the building) and exit to the exercise yard.
8. Pay close attention to the needs of the dog while exercising them.
 - a. Are they straining to urinate or defecate?
 - b. Is there blood in the feces? Is the stool loose or runny? Does it smell odd?
9. Pick up feces immediately.
10. If time allows use the outside time to socialize with them.
11. Return the dog to its cage, place in the cage and remove the leash in the reverse process of removing the dog from the cage.
12. Place water bowl (which should be sitting on top of the cage) in the cage on the left side and latch the door.
13. Attach the security clips to the latches.
14. Fill out the daily care sheet.
15. Move to the next animal in the row in need of care.

Cage Cleaner:

The Cage Cleaner's primary responsibility is to thoroughly clean, sanitize and fill out the daily care sheets. Non-latex gloves should be worn for all cleaning and changed between every cage or sooner if torn. Special attention should be paid to the condition of the cage and bowls for signs of an injury or illness, not eating or drinking.

Teams should start at the beginning of a row, work down one side and up the other, until all the animals have been exercised, cages cleaned and daily care sheets are filled out.

1. Gather cleaning supplies, watering cans and trash bags and a pen for documentation.
2. Put on a fresh pair Non-latex gloves.
3. After the dog has been taken out by the handler, remove all soiled bedding, debris and feces from the cage and place in a trash bag.
4. Empty dirty water bowl into a bucket and wipe out with paper towels or replace with a clean bowl.
5. Remove food bowl and follow shelter procedures to discard excess or place back into the cage for the dog's return.
6. Wipe the cage floor with paper towels to remove all organic matter and wetness.
7. Spray floor with the approved cleaning solution and wipe completely to remove all residue.
8. Dry floor completely.
9. Replace any bedding or puppy pads with clean ones, if being used.
10. Fill the clean water bowl with water and place on top of the cage for the animal handler.
11. Document daily care sheet making note of any changes or concerns. If a medical concern is noticed then follow shelter procedures for notifying the veterinarian.
12. Change gloves and move to the next cage.
13. All dirty floors, kennels, bowls and litter boxes which are removed should be taken to the cleaning and disinfecting area.

Note: If each housing population does not have individually assigned caretakers animals should be attended to in the following order to reduce the risk of contamination:

- a) Puppies
- b) Adults
- c) Quarantine
- d) Isolation

Equipment Cleaning and Sanitation

Supplies:

- Non-latex gloves
- Rubber dish gloves
- Dawn dish detergent
- Clorox bleach
- Large wash bins (ex./stock tanks)
- Long and short handled scrub brushes
- Hose and spray nozzle
- Paper towels

An area for cleaning and sanitizing cages, transport carriers, bowls, buckets, feed bins and any other washables should be set up and located away from all high traffic areas with access to hot and cold water and good drainage. If hazardous materials are being decontaminated from the equipment then consult with the authorities for the proper collection and disposal process. Most waste water from the cleaning station will be safe to dispose of in the same method as with any household chemicals.

Cleaning and Sanitizing Setup and Routine

1. Arrange three or four large wash bins and fill with water.
 - a. First bin: Add dish soap to hot water.
 - b. Second bin: Plain fresh water.
 - c. Third bin: Add bleach in a 1:32 ratio. (1/2 cup per gallon)
 - d. Fourth bin: Plain fresh water or the equipment can simply be rinsed following the bleach.
2. Hose all of the organic matter off the equipment prior to washing.
3. Thoroughly wash all equipment in the first tub with Dawn dish-soap solution. Wire crates may need to be scrubbed with a bristled scrub brush to thoroughly clean contaminants from the wires. If toys or Kongs are being stuffed with food, be sure to get all debris from the inside using a bottle brush.
4. After the wash, place in the clean-water rinse.
5. Following the rinse, move the equipment into the 1:32 bleach soak for a minimum of 10 minutes. If the items are too large, spray with 1:32 bleach solution and let sit for a minimum of 10 minutes.
6. Following the bleach soak, rinse in the fourth fresh tub of fresh water or hose off the equipment.
7. Let items air dry or dry thoroughly – particularly cage floors prior to placing animals back on them.

SHELTER CLOSING

The Governor's Office or other appropriate authority the Mega Shelter closing. When this occurs, we expect that many owners may have secured their own transportation for themselves and their pet. Co-location pet shelters will close when the local Red Cross shelter closes.

Discharge

This process begins when command has been notified the situation is safe for the people to return home. People should check out of the human shelter first; communication between human and animal shelters will be important to facilitate the discharge process.

1. Ensure only family-designated animal caregiver arrives to sign out pet. They must present picture ID and have color-coded wristband.
2. Retrieve Animal Care sheet from cage for filing with other shelter forms under owner's name.
3. Ensure owner has cleaned out cage and removed personal items from cage.
4. Have owner sign out the pet on the Admission/Discharge sheet.
5. Staple animal care sheet to Admission/Discharge Form and file forms in alphabetical order, according to the owner's last name, in discharged file.

NOTE: Distribute excess donations of food and supplies to owners upon checkout to assist in caring for pets upon their return home.

CART SHELTER ANIMAL DISCHARGE FORM

Date: _____ Time: _____

Owner's name: _____

Address: _____

Phone number(s): _____

Pet(s) being discharged to owner:

Animal Information

Name	Species	Breed	Color/Markings	Gender

Items belonging to owner being removed from the shelter: _____

Items loaned to owner for care of pet(s) returned to CART: _____

I hereby certify that I have received my animal(s) back from the CART animal shelter and release CART from any responsibility for the animal(s).

SIGNATURE OF OWNER

DATE AND TIME

SIGNATURE OF CART VOLUNTEER

DATE AND TIME

Demobilization

A demobilization plan should be one of the first things to begin thinking about when disaster strikes. The goal for disaster animal sheltering is to provide a safe and secure place for people to bring their pets for pre-evacuation or after an event has occurred and until they can return home which can take a very long time. It should not be seen as a long-term housing option, whenever possible, so plan for how it will be closed down even when there is no confirmed closing date.

Consideration for Demobilization

Animals

The final disposition of the animals is the first consideration for the demobilization plan. The goal for the people and animals effected by the disaster is to be reunited and get back home or find temporary housing until they can rebuild. In some cases owners are not always able to keep their pets after disaster. These owners will need to relinquish their pets, at which time they can be moved out for adoption along with the animals who are never reclaimed or were strays before the storm.

Equipment

The equipment can be cleaned and broken down as the operation starts to wrap up and animals leave. Borrowed equipment should be returned to the people and organizations from whom it was borrowed, newly purchased or acquired equipment can be divided among the partners or stored for future disasters.

People

Staff and volunteers can be relieved from duty, as fewer are needed, but plan to keep enough to assist with the clean-up and demobilization plan. Release the teams and volunteers who have come from other locations to assist, like out of town or out of state being certain all out of state volunteers and teams get home safely.

Disaster Shelter Facility

Thoroughly clean and decontaminate the facility according to the established usage agreement, leaving it in the same or better condition than you found it. Empty all trash and have it hauled away. Remove all rented equipment such as port-e-lets, make arrangements for paying all utility bills and make all repairs.

PASART Temporary Shelter Form Numbering System

The numbering system to be used whenever a CART provides shelter for any animal will utilize a series of numbers that will allow for proper identification of the animal and the county and shelter site that was activated. Any CART that covers more than one county shall use the County Code of the county in which the temporary shelter is established.

The numbering system will include the following elements in the order shown:

- **Last two digits of the Calendar Year (Example: 2008=08, etc.)**
- **County Code (Example: Adams County=01)**
- **Zip Code of the Temporary Shelter (Example: 17325)**
- **Animal number starting with 001**

Here's an example: 08-01-17325-001

The numbering system will start each calendar year with animal number 001.

County Codes

Adams 01	Elk 24	Montour 47
Allegheny 02	Erie 25	Northampton 48
Armstrong 03	Fayette 26	Northumberland 49
Beaver 04	Forest 27	Perry 50
Bedford 05	Franklin 28	Philadelphia 51
Berks 06	Fulton 29	Pike 52
Blair 07	Greene 30	Potter 53
Bradford 08	Huntingdon 31	Schuylkill 54
Bucks 09	Indiana 32	Snyder 55
Butler 10	Jefferson 33	Somerset 56
Cambria 11	Juniata 34	Sullivan 57
Cameron 12	Lackawanna 35	Susquehanna 58
Carbon 13	Lancaster 36	Tioga 59
Centre 14	Lawrence 37	Union 60
Chester 15	Lebanon 38	Venango 61
Clarion 16	Lehigh..... 39	Warren 62
Clearfield 17	Luzerne 40	Washington 63
Clinton 18	Lycoming 41	Wayne 64
Columbia 19	McKean 42	Westmoreland 65
Crawford 20	Mercer 43	Wyoming 66
Cumberland ... 21	Mifflin 44	York 67
Dauphin 22	Monroe 45	
Delaware 23	Montgomery 46	

ANIMAL EMERGENCY SHELTER AGREEMENT

I/we, _____, the owner(s) of

Pet #1	Pet #2	Pet #3
Unique ID #	Unique ID #	Unique ID #

Understand emergencies exist and limited arrangements have been make to allow myself, family, and pet to remain in the shelter facility. I understand and agree to abide by the pet care rules contained in this agreement, and have explained them to any other family member accompanying me and my pet.

1. My pet will remain contained in its approved carrier except at schedules times. During scheduled relief time, my pet will be properly controlled with a leash, harness, and muzzle (if necessary). Scheduled times will be strictly followed.
2. I agree to properly feed, water, clean, and exercise my pet and sign the pet care sheet twice per day, before 10:30 a.m. and 6:00 p.m. I understand failure to comply with this rule may result in removal of my pet from the shelter.
3. I agree to properly sanitize the area used by my pet, including proper disposal and disinfecting.
4. I certify my pet is current on rabies vaccinations. Rabies vaccination is required of all pets in the shelter. I understand if I cannot provide proof of rabies vaccination, a rabies vaccination will be administered to my pet at a cost of \$10.00. I understand Canine Distemper, Parvovirus, and Bordetella, and Feline Rhinotracheitis are recommended vaccines and may be available for a fee.
5. There are designated "living areas" for residents and designated "living areas" for cats and dogs. Residents may NOT bring their cat or dog to the "residents living areas." Only one person per household will be allowed to enter the cat or dog living quarters. No one under 18 years of age will be permitted in the animal living quarters. I will not permit other shelter occupants to handle or approach my pet either while it is in its carrier or during exercise time. I agree not to handle or approach other shelter occupant's pet.
6. I will maintain proper identification on my pet and its carrier at all times and I will carry proper identification for myself (picture id) to be allowed into the shelter to care for my pet.
7. I acknowledge my failure to follow these rules may result in the removal of my pet. I further understand if my pet becomes unruly, aggressive, shows signs of contagious disease, is infested with parasites, or begins to show signs of stress-related conditions, my pet may be removed to an isolated location. I understand any decision concerning the care and welfare of my pet and the shelter population as a whole are within the sole discretion of the Shelter Manager whose decisions are final.
8. I certify my pet has no history of aggressive behavior and has not been diagnosed with any contagious diseases for which it has not received successful treatment.
9. I understand any pet found abandoned or without owner within the shelter, will result in the animal being relocated to the nearest animal control facility with final disposition left to the discretion of the animal control facility.

AN ANIMAL IS CONSIDERED ABANDONED WHEN THE OWNER HAS FAILED TO TAKE CARE OF AND SIGN THE ANIMAL CARE SHEET FOR 48 HOURS. If the owner fails to care for the animal for 48 hours, that animal will be removed from the shelter and sent to the nearest animal control facility.

I hereby agree to indemnify/hold harmless all persons, organizations, corporations, or government agencies involved in any or all of the processes of registration, transportation, evacuation, care and sheltering, search and rescue and reunification of my animal(s). I further agree to indemnify any persons or entities which may have suffered any loss or damage as a result of the processes of registration, transportation, evacuation, care and sheltering, search and rescue and reunification of my animal(s).

Pet Owner's Signature

Pet Owner's Printed Name

Date

ANIMAL EMERGENCY SHELTER ADMISSION/DISCHARGE

Name:		Date:	
Address:			
City:		State:	Zip:
Home Phone:		Work Phone:	
Cell Phone:		Pager:	
E-mail Address:			
Place of Employment:			
Driver's License #:		Social Security #:	
How can you be contacted while your pets are here?			
Please list anyone authorized to care for your pets while they are here at the animal evacuation shelter. (*No one under 18 years is allowed in the animal living quarters.)			
Name:		Relation to Owner:	
Name:		Relation to Owner:	

Pet Information: (Completed by Shelter Worker)

	Pet 1	Pet 2	Pet 3
Unique ID #			
Shelter Location			
Name			
Breed			
Date of Birth			
Color			
Sex			
Spayed/Neutered			
Medication?			
Special Diet?			
Allergies/illnesses			
Identifying marks, tattoos			
Micro-chipped?			
Rabies Vaccine			
DHLPP Vaccine			
Kennel Cough Vaccine			
FVRCP Vaccine			
Current Veterinarian:			Phone:
How did you become aware of this shelter?			
Do you have your own transportation Yes <input type="checkbox"/> No <input type="checkbox"/>			

I understand that I am totally responsible for the care of my pets while I am using the facilities. I hereby agree to indemnify/hold harmless all persons, organizations, corporations, or government agencies involved in any or all of the processes of registration, transportation, evacuation, care and sheltering, search and rescue and reunification of my animal(s). I further agree to indemnify any persons or entities which may have suffered any loss or damage as a result of the processes of registration, transportation, evacuation, care and sheltering, search and rescue and reunification of my animal(s). I also agree to follow the pet area rules while I am here. Any abandoned animals will be taken to the nearest local animal shelter.

I have read and understand this agreement and certify that I am the owner/agent of the above listed animal(s). I understand that if I fail to feed walk, clean care for my pet and sign the animal care sheet twice daily my pet will be considered abandoned and be removed from the shelter.

Admission Date

Owner/Agent for pet(s)

Discharge Date

Owner/Agent for pet(s)

RABIES VACCINATION NEEDED

Owner Name:		Cage Number:		
Home Address:		Home Phone:		
City, State, ZIP:		Cell Phone:		
Pet's Name:		Species: Canine <input type="checkbox"/> Feline <input type="checkbox"/>	Unique ID Number:	
Age:	Sex: F/Intact F/S M/Intact M/N	Wt.:	Color:	Breed:

Owner Signature

Date

Vaccination Record:

Date Given:	Tag Number:
Vaccine Lot Number:	Injection Location:
Given by:	Fee Paid:

ANIMAL BITE PROTOCOL

Animal bites must be reported to the Animal Control Officer on duty immediately. This transfer of information should occur at every point along the path to the shelter.

Cage/crate should be clearly tagged and information placed in the animal's paperwork as soon as the incident is noted or suspected:

1. "This cage/crate contains an animal that has been involved in a bite."
2. Note **date** and **time** of the bite
3. Personal identification of the human bitten should be clearly noted
 - a. Determine the rabies vaccination status of the person who has been bitten
4. Identify any person who observed the bite
5. Note owner of the animal clearly and detail the time/date notification to the owner in the animal's paperwork.
6. Note any special circumstances associated with bite.

Highlight the vaccination status of the animal. If there is no vaccine history, the animal should NOT be vaccinated until after the 10 day observation period. Any illness noted in the animal during the 10 days must be reported to the parish health unit. Any stray, unwanted dog, cat or ferret that bites a person may be euthanized immediately and the head submitted for rabies examination.

Direct the person bitten to a first aid facility: student health center on campus or their choice of physician. (Inform the physician that you were bitten in an environment where *Clostridium tetani* prevalence might be unusually high – horse arena and barns).

The cage/crate and animal should be placed in an isolation area designated at the shelter.

The animal must remain under observation for 10 full days (as determined by animal control). Other options, such as euthanasia or release to owner, must be pursued in a proper manner. All options are outlined in the Sanitary Code provided by the state public health veterinarian.

Unvaccinated animals will be handled according to the protocol of the receiving parish animal control in consultation with the state public health veterinarian.

**This cage/crate
contains an animal that
has been involved in a
bite. Only authorized
persons will handle this
animal!**

BITE RECORD

Name of owner:	
Contact number(s):	
Person bitten:	
Contact number(s):	
Location of bite on body:	
Date of bite:	
Time of bite:	
Cage #	
Name of animal/ Unique ID # :	
Breed/Age:	
Quarantine Location:	
Date quarantine starts:	
Date quarantine ends:	

Signature of Animal Control Officer or Shelter Manager

FAILURE TO COMPLY NOTICE

You, the pet owner, are receiving this notice because of a break in our agreement by you to provide the care required to your pet. The checked box below details the reason for this notice and written below is the corrective action taken by the Head of Operations and Shelter Manager.

Your pet was not cared for by the designated family member for at least 3 days.

Your pet's medical condition was not reported.

Other rule:
Please describe: _____

Corrective Action:

Approved by: _____

Title _____

Shelter Worker's Signature and date:

Owner's Signature and date:

DAILY ANIMAL CARE SHEET

Pet Name: _____ Cage # _____ Unique ID # _____

Legend:		F= Food W= Water Eating= Y or N UR= Urine BM= Bowel Movement CC= Cage Cleaned Walked= 20 min+ Dogs are to be walked by legal owners only									
Date	Shift	Care							Checked By		Notes
		F	W	E	UR	BM	CC	Walk	Owner	Volunteer	
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										

SHELTER SITUATION REPORT (SITREP) FORM

Incident Location:		Date:	
Current Situation:			
1. Contact Information:			
2.			
3.			
4.			
5.			
Current Operations:			
1. <input type="checkbox"/> Unit <input type="checkbox"/> Shelter Inventory:			
Cats:	Dogs:	Other:	
Exotics:	Describe:		
Isolation:	Describe:		
Quarantine:	Describe:		
2. Incidents Documented:			
Failure to Comply		Describe:	
Bites to Humans		Describe:	
Human Injuries (non-bite)		Describe:	
Animals Injured		Describe:	
Animals Sick		Describe:	
Other		Describe:	
3. Staffing:			
Day Shift Volunteers		Night Shift Volunteers	
Day Shift Veterinarians		Night Shift Veterinarians	
USPHS Animal Care		Other	
4. Supplies:			
Animal Care:		Office Supplies:	
Medical:		Signage:	
Equipment:		Food & Water:	
Other:			
5. Special Needs:			
6. Other:			
Future Operations:			
1.			
2.			
3.			
Submitted By:		Title:	

SHELTER SITUATION REPORT (SITREP) EXAMPLE

This is an example of a situation report to be submitted daily by the Shelter Manager to PASART. The report should cover a 24 hour period of operations. The Shelter Planning Chief is responsible for preparation of this report.

*(*All **Bold Text** can be used as standard format for a SitRep.)*

Incident Location: Philadelphia Pet Shelter **Date:** September 12, 2014

Current Situation:

1. *The Pet Megashelter at Licoln High School has been activated as of September 10, 2014. The shelter is located at 3210 Ryan Ave, Philadelphia PA 19136 the telephone number is 215-335-5653*
2. *The Command Post is located at the southwest entrance of the facility.*
3. *A donations center has been set up at the north corner of the facility and is staffed from 8 a.m. until 6 p.m. Monetary donations are being accepted by PASART 2605 Interstate Drive, Harrisburg PA 17110*
4. *A volunteer check in-post is located at the east corner of the facility.*
5. *There are four shelter units within the facility:*
 - a. *Cat Unit*
 - b. *Dog Unit*
 - c. *Isolation Unit*
 - d. *Exotic Animal Unit*

Current Operations:

1. Shelter Inventory:

Cat Unit	<i>110</i>
Dog Unit	<i>57</i>
Isolation Unit	<i>6</i>
Exotic Unit	<i>4 (3 birds, one rabbit)</i>
Quarantine	<i>24</i>

2. Incidents Documented:

Failure to Comply	<i>5</i>	
Bites to Humans	<i>2</i>	<i>quarantined</i>
Human Injuries (non-bite)	<i>0</i>	
Animals Injured	<i>1</i>	
Animals Sick	<i>4</i>	<i>2 hospitalized off-site</i>

3. Staffing:

Day Shift Volunteers	<i>44</i>	Night Shift Volunteers	<i>8</i>
Day Shift Veterinarians	<i>3</i>	Night Shift Veterinarians	<i>1</i>
USPHS Animal Care	<i>4</i>	RN	<i>1</i>
Other		Other	

4. Supplies:

Animal care supplies – adequate inventory

Medical supplies – adequate inventory

Equipment – Adequate

Office Supplies – Need tab band collars XL- 100

Signage – Need 2 additional Pet Walk Area signs

Food & Water for Volunteers – Bottled water shortage- Need 10 additional cases per day

5. Special Needs:

- a. *There is a need for stress counseling for evacuees and volunteers. A request has been sent to Rapides OEP for a counselor from area hospitals.*
- b. *Two critically ill animals were sent to local veterinary hospitals for intensive care treatment.*
- c. *There is a need for additional security at the back gate of the facility. A request has been made to Alexandria Animal Control to provide an additional officer. Additional support may be needed and will be requested from LSART.*

6. Other:

- a. *All animals from assisted evacuation transport have been processed into the shelter*
- b. *A rabies vaccination clinic has been set up, staffed by local veterinarians*
- c. *Shelter personnel are monitoring the feeding, watering and exercise of pets by owners*

Future Operations:

1. *Formulate plan for phase out of shelter operation*
2. *Continue care and feeding of pets*
3. *Process animals to be transported home*

Submitted by: _____

Title: _____

VOLUNTEER WEEKLY TIME RECORD

Week beginning: ____/____/____

Incident Identifier: _____ Location: _____

First Name: _____ Last Name: _____

Start Date: _____ End Date: _____ No. of Days Worked: _____

Pre-Incident Post-Incident Both

Date	Day	Time In	Time Out	Total Hours	Verified
__/__/__	Sunday				
__/__/__	Monday				
__/__/__	Tuesday				
__/__/__	Wednesday				
__/__/__	Thursday				
__/__/__	Friday				
__/__/__	Saturday				

Total Weekly Hours

Volunteer Signature: _____

Team Leader Name: _____

Team Leader Signature: _____

VOLUNTEER DUTY ROSTER

Date: ____/____/____ Incident: _____ Shelter Unit: _____

Team Leader: _____ Cell Phone: (____) _____

NAME	CELL PHONE	SHIFT (DAY/NIGHT)		HOURS
1.	() _____ - _____			
2.	() _____ - _____			
3.	() _____ - _____			
4.	() _____ - _____			
5.	() _____ - _____			
6.	() _____ - _____			
7.	() _____ - _____			
8.	() _____ - _____			
9.	() _____ - _____			
10.	() _____ - _____			
11.	() _____ - _____			
12.	() _____ - _____			
13.	() _____ - _____			
14.	() _____ - _____			
15.	() _____ - _____			
16.	() _____ - _____			
17.	() _____ - _____			
18.	() _____ - _____			

CONCERNS/NEEDS/IDEAS/PROBLEMS (C-NIP)

(For volunteers to complete and submit to Unit Leader for inclusion in SitRep)

Date: _____/_____/_____ Shelter Unit: _____

Team Leader: _____ Cell Phone: (_____) _____

1. Volunteers:

2. Owners or Evacuees:

3. Supplies:

4. Facility:

5. Maintenance:

6. Safety:

7. Medical Problems with Animals:

Cage # _____ Describe: _____

Attach another sheet if needed.

All shelter units should hold shift change discussions twice daily. Please bring concerns, problems, needs and ideas to the morning meeting.

NIGHT SHIFT ASSIGNMENTS

Date: ____/____/____ Shelter Unit: _____

Team Leader: _____ Cell Phone: () _____

1. Volunteer Name: _____

2. Volunteer Name: _____

3. Security Person: _____ Phone: _____

	CAGE NO.	TIME	INITIALS	SECURITY	TEMPERAMENT
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

Problems or ideas?

20 Animals per page Page ____ of ____ Total _____

*Return to Team Leader every morning.